



HOOSIER HEALTHWISE BRIEFING

Hoosier Healthwise 2002 Member Satisfaction Survey Results

Objective

The Hoosier Healthwise member satisfaction survey is conducted annually to assess the attitudes, behaviors and perceptions of the Hoosier Healthwise managed care program by the members in the program.

History

Hoosier Healthwise is a health insurance program for children, pregnant women, and low-income families and has been operating in the State of Indiana since July 1994. The program was expanded in July 1998 to include more low-income children as Phase I of the Children's Health Insurance Program (CHIP). In January 2000, the Hoosier Healthwise managed care program was expanded once again to include more children in working families as CHIP-Phase II (Package C).

Method

The survey was a random sample of members in all counties who were enrolled in the Hoosier Healthwise program as of September 2001, and who have been in the program greater than 6 months, regardless if medical services were obtained. The survey was conducted in the months of November and December 2001 in either one-on-one, telephone, or in-person interviews in which each question was read exactly as worded. Responses were recorded -- using a combination of 5 point scale rating questions and open-ended questions -- and sent to an independent market research organization, Market Measurement, for data analysis. The survey used 2 questionnaires: one for the adult population and one for the child population.

A total of 2,083 members were surveyed as a random sample of the population, which results in data that are accurate within a range of plus or minus 2.2%. Data weight was used to ensure that the total/aggregate study finding reflected the true size of the member population in each county.

Member Survey General Health Care Responses

- 72% did not have any private health insurance before joining Hoosier Healthwise
- 40% did not have a regular doctor before joining Hoosier Healthwise
- 26% delayed or did not receive any medical care before joining Hoosier Healthwise because of limited or no health insurance
- 88% had visited their Hoosier Healthwise doctor in the 6 months prior to the survey
- 78% have established a relationship with a dentist after they enrolled in the Hoosier Healthwise program.

- 64% reported their health status as "much better or somewhat better" since joining Hoosier Healthwise.
- 87% rated their current health status as "very good or good"
- 83% had a physical examination since enrolling in the Hoosier Healthwise program

Program Ratings

• Overall Program Satisfaction

The Hoosier Healthwise program satisfaction rates have been stable over the past 4 years ranging from 86% to 89% for a combined rating of "very good or good". As shown in Figure 1 the rating of "very good" increased in 2001 to the highest level to date (59%).

• Physician Services

Ratings for physician services such as: physician courtesy, quality of care, staff courtesy, appointment lead times, and time spent with doctor continue to be in the 88% to 95% range for combined responses of "very good or good".

• General Services

Ratings for general program services such as access to: specialists, medical equipment, doctors, alcohol/drug abuse treatment, physical therapy, home care, family planning services (adults only), choice of pharmacies, mental health services, vision care, and dental services continue to be in the 86% to 96% range for responses of "very good or good".

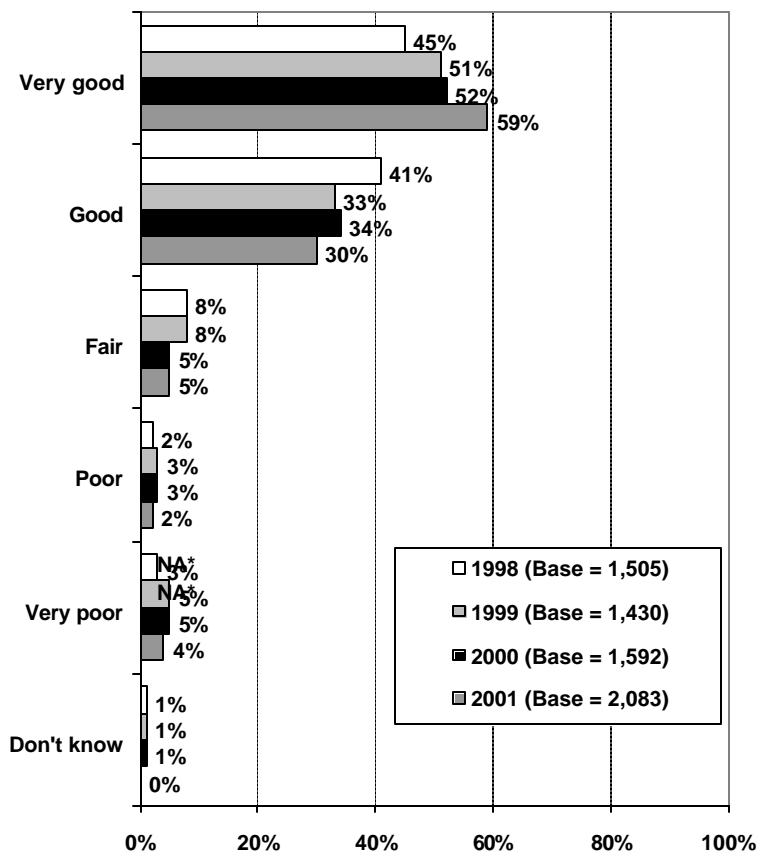
• Program Strengths

When members were asked what they liked about the Hoosier Healthwise program (in an open-ended question) the responses varied over a wide range of issues. The top 5 responses were:

- 30% - access to health care/medical care
- 22% - don't have to worry about paying bills/coverage
- 18% - affordable healthcare services
- 7% - good doctors
- 6% - choice of doctors

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Figure 1
RATING OF HOOSIER HEALTHWISE PROGRAM
(Total Sample)



* Not asked in 1996 or 1997.

- **Areas for Improvements**

When members were asked how the Hoosier Healthwise program could be improved to better serve their health care needs (an open-ended question) the responses varied over a wide range of issues. The top 4 responses were:

- 15% - replied that the program is "fine as is"
- 50% - don't know
- 6% - add more doctors/pediatricians
- 5% - provide better information on the program

Additional Analysis

- **Delivery System/Regional Differences**

Analysis was performed to determine if there were any geographical or delivery system differences. Historically there has been very little difference and in 2001 there was minimal measurable variances in Hoosier Healthwise member attitudes, behaviors and perceptions when evaluating regional differences. However, it appears that much of the substantial improvement in overall member satisfaction ratings can be attributed to the primary care case management (PCCM) portion of the program, for which the proportion of "very good" ratings has steadily increased.

- **Counties with Largest Hoosier Healthwise Enrollment**

There was not a significant variance in the overall satisfaction levels between the 6 major counties (Allen, Elkhart, Lake, Marion, St. Joseph, and Vanderburgh counties), in the total study findings.

- **Children's Health Insurance Plan (CHIP) - Phases One and Two**

Analysis was performed to determine if there were any differences in the attitudes, behaviors and perceptions of the parents, guardians, etc. of CHIP Phases I and II children. There was only one major difference between the CHIP and the Hoosier Healthwise populations. CHIP Phases I and II children provide measurably higher ratings for their current health status. This may be attributed to the facts that there are a substantially higher proportion of CHIP members who had a primary care physician and there were a higher proportion of these children who had private health insurance before joining Hoosier Healthwise. The CHIP population is also more likely to report awareness of the annual renewal requirements for children in the Hoosier Healthwise program.

Recommendations and Conclusions

In general the results of the member satisfaction survey indicate that Hoosier Healthwise members are positive about having regular access to health care (i.e., 72% did not have any private health insurance before joining Hoosier Healthwise and 40% did not have a regular doctor before joining Hoosier Healthwise). Hoosier Healthwise members surveyed gave high satisfaction ratings of the services provided by doctors, doctors' staff, and the general Hoosier Healthwise program services (e.g., specialists, medical equipment, doctors, alcohol/drug abuse treatment, physical therapy, home care, family planning services (adults only), choice of pharmacies, mental health services, vision care, and dental services).

Areas recommended for improvement are:

- Increase member education about the proper procedures in submitting complaints about primary care physicians – 46% reported that they have not received adequate information on the complaint procedures.
- Increase adult member education on tobacco use – 43% of Hoosier Healthwise members who currently use tobacco products are adults.
- Increase member education on the children's annual membership renewal requirements – 37% of the respondents stated 'no' or 'don't know' when asked if they were aware of the child member renewal requirements.

- Increase member education about the importance of reporting tobacco use to their primary care physician – 37% of members who use, or have used, tobacco products in the past twelve months had reported that their doctor has not recommended that they stop using tobacco products.
- Educate Hoosier Healthwise members about choosing the right primary care physicians – of the 35% **of those who reported changing doctors** when joining Hoosier Healthwise program. Two-thirds of these members did so “by choice”.
- Increase education and information about transportation services -- 21% reported not receiving enough information on transportation services.
- Increase member education about appropriate emergency room use -- 20% reported that they had visited the emergency room in the 6 months prior to the survey for treatment that was not life threatening.

For more information about the Hoosier Healthwise Member Satisfaction Survey, please contact:

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